



L. W. Camp
Director
Automotive Safety Office
Environmental And Safety Engineering

Ford Motor Company
330 Town Center Drive
Dearborn, Michigan 48126 USA

July 7, 1999

Kenneth N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Dear Mr. Weinstein:

**Subject: Safety Recall 99V-147 NSA-111paw
(Ford Number 99S17)**

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 1996 through 1999 Windstar vehicles. Specific details were forwarded to you in our letter dated June 7, 1999.

Very truly yours,

A handwritten signature in cursive script, appearing to read "LW Camp".

99S17dlr.doc
enclosures





Service Recall Bulletin

June, 1999

TO: All Ford and Lincoln Mercury Dealers

SUBJECT: DEMONSTRATION/DELIVERY HOLD: Safety Recall 99S17
Certain 1996-1999 Windstar Vehicles - Installation of Brake Fluid Warning Labels

AFFECTED VEHICLES

Certain 1996-1999 Windstar vehicles built at the Oakville Assembly Plant from Job #1, 1996 through May 31, 1999.

REASON FOR RECALL

Federal Motor Vehicle Safety Standard (FMVSS) No. 135 specifies that the brake fluid warning statement must be located so as to be visible by direct view. On the affected vehicles the embossed brake warning statement is located on top of the brake fluid reservoir filler cap and on the side of the reservoir body. Although the brake warning statement is located on the reservoir, it is not entirely visible by direct view.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, the dealer must install both an English version and French version of the brake fluid warning label to the front of the brake fluid reservoir as shown in Attachment III. For vehicles that have already been sold, brake fluid warning labels and affixing instructions will be mailed to the owners. Vehicle owners will be advised that if they prefer, they may have the label installed by their dealer.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Instructions

QUESTIONS?

Claims Information: 1-800-423-8851
Other Recall Questions: 1-800-325-5621

Sincerely,

A. R. O'Neill
Director
Vehicle Service and Programs

DEMONSTRATION/DELIVERY HOLD: Safety Recall 99S17
Certain 1996-1999 Windstar Vehicles - Installation of Brake Fluid Warning Labels

OASIS

You must use OASIS to determine if a vehicle is eligible for this recall.

PLEASE NOTE

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$1,100 per vehicle.

PROMPTLY CORRECT

Promptly correct affected vehicles on the enclosed list and other eligible vehicles which are brought to your dealership.

DEALER-OWNER CONTACT

Immediately contact any affected owner whose name is not on the list. Give the owner a copy of the Owner Letter and schedule a service date.

REGIONAL CONTACT

Advise regional office if an owner:

- cannot be contacted.
- does not make a service date.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using DWE.
- Refer to ACESII Manual for claims preparation and submission information.

DEMONSTRATION/DELIVERY HOLD: Safety Recall 99S17
Certain 1996-1999 Windstar Vehicles - Installation of Brake Fluid Warning Labels

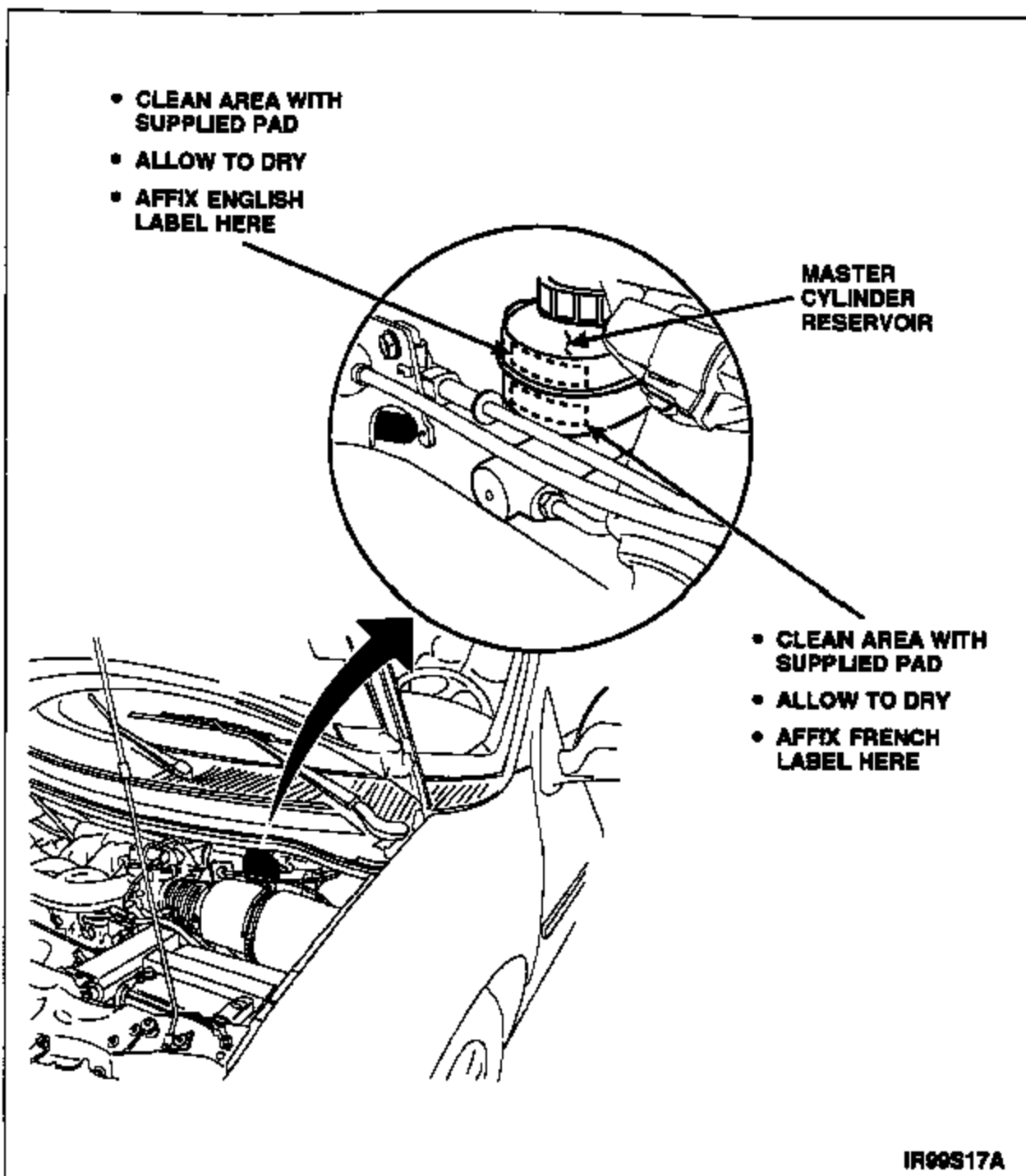
LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Install Both Brake Fluid Warning Labels	99S17B	0.3 Hrs.
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hrs.

PARTS REQUIREMENTS**Label Ordering Information**

Brake fluid warning labels, cleaning pads and installation instructions will be mailed to vehicle owners. In addition, the owners will be advised that if they prefer, they may have dealership personnel install the label at no charge. Labels, cleaning pads and instructions for vehicles not reported as sold will be direct shipped to the dealer. If the customer no longer has the labels, call the Recall Hotline at 1-800-325-5821. When calling this number to order labels and instructions, be prepared to give the Recall Number 99S17.

LABEL INSTALLATION



TYPICAL MASTER CYLINDER RESERVOIR LOCATION



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DEARBORN, MICHIGAN 48121
5/99

A. R. O'Neill
Director
Vehicle Service and Programs
Ford Customer Service Division



Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

June, 1999

Safety Recall 99S17

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that certain 1996-1999 Windstar vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 135, "Hydraulic Brake Systems".

NON-COMPLIANCE

Federal Motor Vehicle Safety Standard (FMVSS) No. 135 specifies that the brake fluid warning statement must be located so as to be visible by direct view. On the affected vehicles the embossed brake warning statement is located on top of the brake fluid reservoir filler cap and on the side of the reservoir body. Although the brake warning statement is located on the reservoir, it is not entirely visible by direct view.

WHAT YOU SHOULD DO

Please affix the enclosed brake warning labels following the instructions on the following page. A cleaning pad has been included for your convenience. Or, if you prefer, your dealer will affix the labels for you at no charge.

HOW LONG WILL IT TAKE AT THE DEALER?

If you prefer that the dealer affix the labels, the time needed for this service is less than one hour. However, due to service scheduling issues, your dealer may need your Windstar for a longer period of time. Please call your dealer for a service date.

CALL YOUR DEALER

If you decide that you would like your dealer to attach the labels, ask for a service date and take this letter, the labels and cleaning pad with you to the dealership.

CHANGED ADDRESS OR SOLD THE WINDSTAR?

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the Windstar.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, P. O. Box 6248, Dearborn, Michigan 48121. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 368-0123).

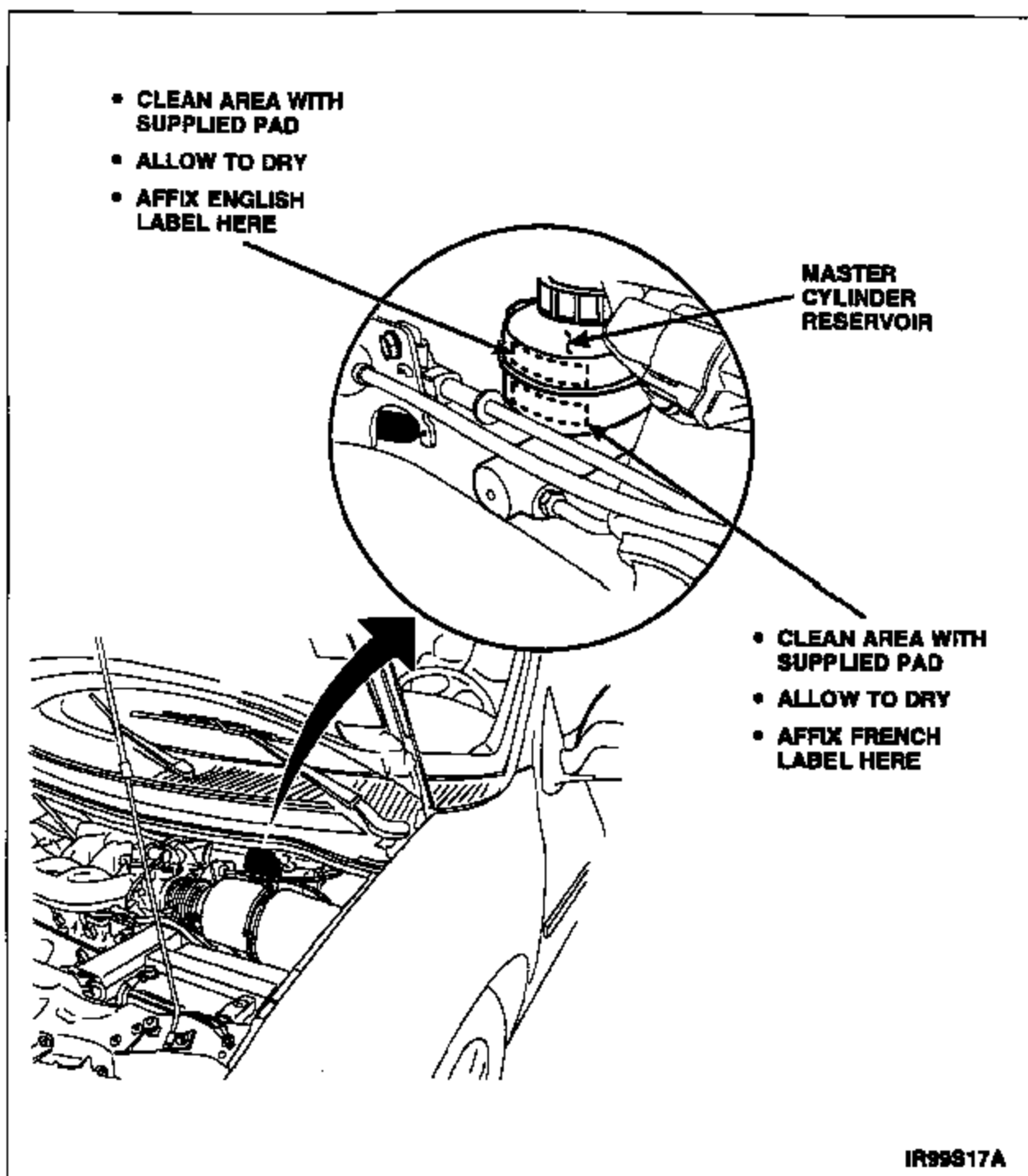
We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Ford-built Windstar.

Sincerely,

A handwritten signature in black ink, appearing to read "A. R. O'Neill".

A. R. O'Neill
Director
Vehicle Service and Programs

LABEL INSTALLATION



TYPICAL MASTER CYLINDER RESERVOIR LOCATION



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DEARBORN, MICHIGAN 48121
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